

## **The Ombudsman and Command Roster Utilization**

### **Q: As a shore command why should I have an Ombudsman?**

**A:** The Navy Family Ombudsman Program instruction, OPNAVINST 1750.1G, f.(2) states that commanders and commanding officers shall ensure that command family members have access to the services of an ombudsman.

Family members, regardless of deployment status, have questions about the military lifestyle and need assistance. In case of family crisis, disasters, or command emergencies, the ombudsman plays a key role in providing support for those affected. Every command needs to communicate with the families of their service members and the Ombudsman provides the conduit to reach them.

### **Q: Why should I provide my Ombudsman with a Roster?**

**A:** OPNAVINST 1750.1G, f.(5) states: Commanders and commanding officers shall ensure that the command ombudsman receives a regularly updated command roster to include inbound personnel and families. References (d) (5 U.S.C. 552a) and (g) (SECNAVINST 5211.5E) provide for the release of roster information to the ombudsman without the consent of the individuals listed when the ombudsman is acting in an official capacity.

The ombudsman is a liaison between the command and the command families. The primary role of the ombudsman is that of a source of information and referral. In order to communicate with command families, ombudsmen must have the contact information for those families.

### **Q: How can I insure that the roster is utilized properly?**

**A:** Commanders and commanding officers shall: Accept volunteer services from the ombudsman as an appropriated fund activities volunteer per reference (f) (OPNAVINST 5380.1C) by completing DD 2793 Volunteer Agreement for Appropriated Fund Activities and Non-appropriated Fund Instrumentalities with the ombudsman. OPNAVINST 1750.1G,f.(3)

- By accepting this signed agreement you are entrusting ombudsmen with the responsibility of handling the command roster.
- Commanders should establish a procedure and POC for roster updates and delivery, including their preference for storage and disposal methods for current and past copies of roster. EX. Provide roster at Assembly meetings and take the old roster for shredding.
- Ombudsmen receive PII training during OBT and advanced training is available on the Learning Management System to ensure they understand the importance of protecting the information.

### **Q: Can the command adjust the roster to fit the needs of the Ombudsman while protecting PII?**

**A:** Yes, in order to provide support during a family or command emergency or disseminate official command information the Ombudsman needs contact information for service member's family to include the following:

- Name and rank/rate of service member
- Names of spouse and children living with the SM and separately
- Address, phone and email for spouse or designated family member